

ARIZONA RESIDENTIAL SERVICES TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of local exchange telecommunications services to residential customers within the State of Arizona by Tel West Communications, LLC ("Company"). This tariff is on file with the Arizona Corporation Commission ("Commission"), and is available for viewing on the Company's public website at www.telwestservices.com. Customers not having access to the internet may request a copy of this tariff at no charge by calling the Company's toll-free number 1-800-782-4180.

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Tel West Communications, LLC
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Jeff Swickard
President

CHECK SHEET

The pages of this tariff are effective as of the date shown at the bottom right corner of each page. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

Page Number	Version
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original

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TABLE OF CONTENTS

Section	Title	Page
	Title Page	1
	Check Sheet	2
	Table of Contents	3
	Tariff Format	4
	Explanation of Symbols	5
1.	Definitions	6
2.	Services, Location, Rates & Charges.....	7
2.1	Description of Services	7
2.1.1	General Description of Services.....	7
2.1.1.1	Prepaid Residential Service.....	7
2.1.1.2	Basic Plan Residential Service.....	7
2.1.1.3	Value Plan Residential Service.....	8
2.1.1.4	Unlimited Plan Residential Service.....	8
2.1.2	Timing of Calls.....	8
2.2.	Location of Service	8
2.3.	Rates and Charges	9
2.3.1	Prepaid Residential Service.....	9
2.3.2	Basic Plan Residential Service.....	9
2.3.3	Value Plan Residential Service.....	9
2.3.4	Unlimited Plan Residential Service.....	9
2.3.5	Additional Lines.....	9
2.3.6	Chargeable Optional Features.....	9
2.3.7	Miscellaneous Charges.....	10
2.3.8	Usage Charges for Unauthorized Prepaid Service Calls.....	10
2.3.9	Pre-Paid Long Distance Service.....	11
3.	Rules and Regulations	11
3.1	Adoption of Rules of Regulatory Authorities	11
3.2	Interconnection	11
3.3	Application for Service	11
3.4	Deposits	11
3.5	Billing and Payment	12
3.6	Cancellation By Customer	12
3.7	Disconnection of Service By Company	13
3.8	Interruption of Service	14
3.9	Restoration of Service	15
3.10	Minimum Service Period.....	15
3.11	Credit for Unused Prepaid Service.....	15

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ADMINISTRATIVELY
APPROVED FOR FILING

Jeff Swickard
President

ORIGINAL

TABLE OF CONTENTS (Cont'd)

Section	Title	Page
3.12	Payment of Taxes and Surcharges.....	15
3.13	Limitation of Liability.....	15

TARIFF FORMAT

Page Numbering – Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially and from time to time new pages may be added to the tariff. When a new page is added between existing pages, a decimal is added to the preceding page number. For example, a new page added between Page No. 3 and Page No. 4 would be Page No. 3.1.

Paragraph Numbering Sequence – There are multiple levels of paragraph coding associated with this tariff. Each level of coding is subservient to the next higher level, as shown in the following example:

- 2.
- 2.1
- 2.1.1
- 2.1.2
- 2.1.2.1

Check Sheets – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current page number. When new pages are added or existing material is changed, the Check Sheet is changed to reflect the revisions. The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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EXPLANATION OF SYMBOLS

- (C) To signify changed condition or regulation
- (D) To signify discontinued rate, regulation or condition
- (I) To signify an increase in rate
- (M) To signify that material has been moved from another page or place in the tariff
- (N) To signify a new rate, regulation, condition or page
- (R) To signify a reduction in rate
- (T) To signify a change in text for clarification

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Section 1. Definitions

Authorized User:	An end user authorized by the customer to use the service.
Collect Call:	A billing arrangement where a call is billed to the called station.
Commission:	The Arizona Corporation Commission
Customer:	The person, firm, corporation or other entity which orders or uses service and has agreed by signature or otherwise to honor the terms of the service herein, and is responsible for the payment of rates and charges for service to all customer locations, and for compliance with tariff regulations.
Flat Rate Service:	Service that is charged for in a single amount for an entire billing period, usually per month.
Incumbent Local Exchange Carrier (ILEC):	The local exchange telephone company that provides some or all of the underlying services being resold by the Company.
Interexchange Carrier (IXC):	Companies who provide intrastate long distance telephone services to customers.
Measured Service:	Service that is charged for on a per-minute or per-call basis.
Pay-Per-Use:	Service that is charged for each time the service is activated or used.
Toll Charges:	A term usually associated with long distance services of an IXC and normally charged for on a per-minute basis.

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Section 2. Services, Location, Rates and Charges

2.1 Description of Services

2.1.1 General Description of Services

Residential services of the Company are offered as either Prepaid Residential Service, Basic Plan Residential Service, Value Plan Residential Service, or Unlimited Plan Residential Service, as described in the following paragraphs. Optional calling and call-control features are available to all types of Residential Service, either as part of a service plan, or with additional monthly and nonrecurring charges. Rates and charges for Residential Services are described in Section 2.3 following.

2.1.1.1 Prepaid Residential Service

Prepaid Residential Service is offered as a pre-paid, flat-rate, local-only service. Prepaid Residential Service provides the ability to place and receive unlimited local calls, to place calls to 8XX or other toll-free numbers, to place calls to 911 emergency services, and to receive non-collect long distance calls. Prepaid Residential Service does not include access to any long distance (except on a pre-paid basis as provided for in Section 2.3.9) or pay-per-use services (including directory assistance), and the Company will attempt to block Prepaid Residential Service customers from placing any calls or accessing any features or services which incur charges not included in the customer's basic monthly service. Prepaid Residential Service does not include acceptance of collect calls, and customers are not authorized to accept billing for such calls. Customers who place unauthorized long distance calls, access unauthorized pay-per-use services, or accept billing for collect calls, will be billed for such calls or services at the rates in Section 2.3.8, and may be subject to disconnection of service under the provisions of Section 3.7. Optional calling and call-control features are available with Prepaid Residential Service at additional nonrecurring and/or monthly charges in Section 2.3.6.

2.1.1.2 Basic Plan Residential Service

Basic Plan Residential Service is offered to all residential customers, subject to credit eligibility, as determined by the Company. Basic Plan Residential Service provides the ability to place and receive unlimited local calls, to place calls to 8XX or other toll-free numbers, to place calls to 911 emergency services, to access certain pay-per-use services of the Company or IXC's, and to place and receive long distance ("toll") calls. Basic Plan Residential Service is billed on a monthly basis in advance of receiving service, except for certain pay-per-use and toll services, which are billed in arrears. Basic Plan Residential Service includes one optional calling feature and 50 minutes of long distance at no additional charge. Other optional calling and call-control features are also available with Basic Plan Residential Service, with additional nonrecurring and/or monthly charges. Additional minutes of long distance over the minutes included in the plan are billed at \$0.05 per minute.

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Section 2. Services, Location, Rates and Charges

2.1 Description of Services

2.1.1 General Description of Services (Cont'd)

2.1.1.3 Value Plan Residential Service

Value Plan Residential Service is offered to all residential customers, subject to credit eligibility, as determined by the Company. Value Plan Residential Service provides the ability to place and receive unlimited local calls, to place calls to 8XX or other toll-free numbers, to place calls to 911 emergency services, to access certain pay-per-use services of the Company or IXC's, and to place and receive long distance ("toll") calls. Value Plan Residential Service is billed on a monthly basis in advance of receiving service, except for certain pay-per-use and toll services, which are billed in arrears. Value Plan Residential Service includes three (3) optional calling features and 200 minutes of long distance at no additional charge. Other optional calling and call-control features are also available with Value Plan Residential Service, with additional nonrecurring and/or monthly charges. Additional minutes of long distance over the minutes included in the plan are billed at \$0.05 per minute.

2.1.1.4 Unlimited Plan Residential Service

Unlimited Plan Residential Service is offered to all residential customers, subject to credit eligibility, as determined by the Company. Unlimited Plan Residential Service provides the ability to place and receive unlimited local calls, to place calls to 8XX or other toll-free numbers, to place calls to 911 emergency services, to access certain pay-per-use services of the Company or IXC's, and to place and receive long distance ("toll") calls. Unlimited Plan Residential Service is billed on a monthly basis in advance of receiving service, except for certain pay-per-use and toll services, which are billed in arrears. Unlimited Plan Residential Service includes five (5) optional calling features and 5,000 minutes of long distance at no additional charge. Other optional calling and call-control features are also available with Unlimited Plan Residential Service, with additional nonrecurring and/or monthly charges. Additional minutes of long distance over the minutes included in the plan are billed at \$0.05 per minute.

2.1.2 Timing of Calls

Timing of toll calls begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch to the software utilizing audio tone detection. The Company does not bill for incomplete calls.

2.2 Location of Service

Services are provided in service areas of ILEC's with whom the Company has Resale and/or Interconnection Agreements in effect. These ILEC's currently include:

- Qwest Corporation

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Section 2. Services, Location, Rates and Charges (Cont'd)

2.3 Rates and Charges

The Company's Residential Service rates and charges in this tariff are shown as maximum, rather than specific, prices. The rates and charges billed to customers will not exceed the following rate schedule:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
2.3.1 Prepaid Residential Service, Per Line.....	\$49.99	\$79.99
2.3.2 Basic Plan Residential Service, Per Line.....	\$19.99	\$79.99
2.3.3 Valuc Plan Residential Service, Per Line.....	\$29.99	\$79.99
2.3.4 Unlimited Plan Residential Service, Per Line.....	\$39.99	\$79.99
2.3.5 Additional Lines, Per Line.....	\$16.99	\$79.99

2.3.6 Chargeable Optional Features

The following optional features are available with Residential Telephone Service, subject to availability. Some of these features may be included as part of a service plan at no additional charge, as described in Section 2.1 above, and may also be available with additional monthly and/or nonrecurring charges when not included as part of a service plan. Certain features may incur per-use charges, if not purchased on a flat rate basis as part of a package:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Caller ID	\$10.00	\$15.00
Call Forwarding.....	\$5.00	\$15.00
Call Waiting.....	\$5.00	\$15.00
Call Waiting ID.....	\$5.00	\$15.00
Three-Way Calling.....	\$5.00	\$15.00
Last Call Return.....	\$5.00	\$15.00
Speed Dialing.....	\$5.00	\$15.00
Non-Published Service.....	\$5.00	\$15.00
Other Optional Features, Each.....	\$5.00	\$15.00

Optional Features Per-Use Charges, If Applicable:	<u>Per Use</u> \$1.25	--
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Section 2. Services, Location, Rates and Charges (Cont'd)

2.3 Rates and Charges (Cont'd)

2.3.7 Miscellaneous Charges

The following miscellaneous charges apply to Residential Telephone Service, except that the Optional Features Set Up Charge does not apply to features ordered and installed at the time of initial installation of service:

	<u>Nonrecurring Charge</u>
Cancelled Order Charge.....	\$20.00
Change Telephone Number.....	\$40.00
Change of Service	\$48.00
Disconnect Cancellation Fee.....	\$20.00
Expedited Order Charge.....	\$30.00
Late Payment Charge.....	\$10.00
Optional Features Set Up (After Initial Installation of Service).....	\$40.00
Reconnection Fee.....	\$79.99
Returned Chckk Charge.....	\$25.00
Service At New Address.....	\$79.99
Special Request Telephone Number.....	\$40.00
Customer Premises Visit (Per Technician, Per Hour).....	\$85.00

2.3.8 Usage Charges for Unauthorized Prepaid Residential Service Calls

Prepaid Residential Service does not include the ability to place long distance calls that incur toll charges (except on a pre-paid basis as provided for in 2.3.9 following), to accept collect calls, or to place any other calls that incur pay-per-use charges, such as calls to Directory Assistance or operator services of ILECs or IXC's. The Company will attempt to block access to all such services. In the event that the Company's attempt to block access to these services fails and the customer places unauthorized calls or accesses unauthorized services, the following rates apply and will be billed to the customer. In addition, customers placing unauthorized calls or accessing unauthorized services may be subject to disconnection of service, as provided for in Section 3.7 following.

	<u>Usage Rate</u>
Unauthorized Calls to Directory Assistance, Per Call.....	\$2.00
Unauthorized Calls to Operator Services, Per Call.....	\$5.00
Unauthorized Acceptance of Collect Calls, Per Call.....	\$5.00
Unauthorized Long Distance Calls (Including Collect Calls), Per Minute	\$0.50

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Section 2. Services, Location, Rates and Charges

2.3 Rates and Charges (Cont'd)

2.3.9 Pre-Paid Long Distance Service

In-state and state-to-state Long Distance (toll) service, is available to all customers on a pre-paid basis, and is sold in increments of \$5.00, \$10.00, and \$20.00. Customers may place any number of calls until the dollar amount of their pre-paid purchase has been reached, at which time they may purchase additional increments on a pre-paid basis. Each pre-paid long distance call has a \$0.10 Connection Charge which includes charges for the first two (2) minutes. The per-minute charge after the initial two (2) minutes, is \$0.05 per minute. International Long Distance call rates will vary depending upon the country called.

Section 3. Rules and Regulations

3.1 Adoption of Rules of Regulatory Authorities

The rules regulating Competitive Classified Companies prescribed by the Commission are adopted and by this reference are made a part of this tariff, unless otherwise waived by order of the Commission.

3.2 Interconnection

Interconnection with the facilities or service of other carriers shall be under applicable terms and conditions of the other carrier's tariffs or tariffs. The customer is responsible for taking all necessary legal steps for interconnecting customer-provided terminal equipment or the applicable terms and conditions of the other carrier's tariffs or tariffs. The customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of the carrier and other participating carriers shall be provided at the customer's expense.

3.3 Application for Service

Application for service may be made verbally or in writing. The name(s) of the customer desiring to use the service must be set forth in the application for service.

3.4 Deposits

No deposits are required.

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Section 3. Rules and Regulations (Cont'd)

3.5 Billing and Payment

3.5.1 Billing

Payment for initial installation charges and the first month's service may be collected from the customer before service is installed. Subsequent bills will be mailed each month and will include billing for:

- Monthly local service and long distance service (if applicable) in advance;
- Installation or nonrecurring charges for services provided after the initial bill;
- Usage charges incurred by the customer for long distance services provided by the Company or billed by the Company on behalf of an IXC, other than the Company's prepaid long distance service, which is billed in advance;
- Directory Assistance charges, or any other pay-per-use charges incurred by the customer.

3.5.2 Payment

All customer bills are due and payable 15 days after the Bill Date.

3.6 Cancellation By Customer

Cancellation of an order for service by the customer can be made as follows:

- When an application for service is canceled by the customer before the service order has been processed by the Company, no charge applies.
- When an application for service is canceled by the customer after the service order has been processed, but before service is completely installed, the Cancelled Order Charge in Section 2.3.7 applies.
- If cancellation is requested by the customer after service has been completely installed, it will be treated as a discontinuance of service. The Minimum Service Period as described in Section 3.10 below applies, and the Company may retain the full amount of any monthly and nonrecurring charges paid by the customer.

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Section 3. Rules and Regulations (Cont'd)

3.7 Disconnection of Service By the Company

The Company may discontinue service for any of the following reasons:

1. Nonpayment of bills;
2. Tampering with the Company's property;
3. Vacation of the premises by the customer;
4. Violation of rules, service agreements, or filed tariff;
5. Use of customer equipment which adversely affects the Company's service to its other customers;
6. Fraudulent obtaining or use of service;
7. Unlawful use of service or use of service for unlawful purposes.

3.7.1 Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the Company will, prior to disconnection, mail written notice of the pending disconnection to the subscriber. The company will not disconnect service prior to the fifth (5th) business day following mailing of the notice, and not before twenty two (22) days after the payment due date.

3.7.2 Before service is disconnected, the company will make a good faith effort, by two attempts during reasonable hours, to reach the customer by telephone to advise the customer of the pending disconnection and the reasons therefore. The Company will maintain a log or record of the attempts, showing the telephone number called and the time of the call.

Telephone or personal contact need not be attempted when the company has attempted such contact in two billing periods during a consecutive twelve-month period and the Company has notified the customer in writing that telephone or personal contact will not be attempted in the future before disconnecting service.

3.7.3 All notices of delinquency or pending disconnection will include details pertinent to the situation and describe how the customer can make contact with the company to resolve any differences. All notices must accurately state amounts owing for services which are subject to disconnection. A new notice will be required in cases where information is incorrect.

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Section 3. Rules and Regulations (Cont'd)

3.7 Disconnection of Service By the Company (Cont'd)

3.7.4 Except in case of danger to life or property, no disconnection shall be made on Saturdays, Sundays, legal holidays, or on any other day on which the Company cannot reestablish service on the same or following day.

3.7.5 When the Company has reason to believe service is to other than the customer of record, the Company shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. In this case, at the request of the service users, a minimum period of five business days will be allowed to permit the service users to arrange for continued service.

3.7.6 Reserved for future use.

3.7.7 Reserved for future use.

3.7.8 Reserved for future use.

3.7.9 Service will be restored when the causes for discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the customer has been made as provided for in the tariff of the Company.

3.8 Interruption of Service

3.8.1 The Company will follow the Commission's rules in the case of major outage and/or service interruption.

3.8.2 It is the obligation of the customer to notify the Company of any interruptions in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the customer, not within the customer's control, or is not in wiring or equipment connected to the terminal of the Company.

3.8.3 All reported interruptions of service will be restored within two working days, excluding Sundays and holidays, except those caused by emergency situations, unavoidable catastrophes and force majeure.

3.9 Restoration of Service

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

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Section 3. Rules and Regulations (Cont'd)

3.10 Minimum Service Period

The minimum service period for all services provided in this tariff is one month.

3.11 Credit for Unused Prepaid Service

After the minimum one-month service period has expired, a customer may order disconnect of service prior to the end of the current service period for which service has been paid for in advance, and may receive credit toward future service for the unused portion of their prepaid service.

3.12 Payment of Taxes and Surcharges

The customer is responsible for payment of applicable taxes and surcharges required or authorized by local, state and federal governmental agencies. The amount of each tax and surcharge will be itemized and separately stated on each bill to the customer.

3.13 Limitation of Liability

The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruptions as set forth in Sections 3.8 and 3.11 above, and shall in no case exceed the price of the service or services, as listed in Section 2.3 above. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary, or punitive damages to the Customer as a result of the actions or omissions of the Company's employees or agents.

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